

ATTORNEY DOCKET NO.
014208.1639 (70-03-021)

1

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Timothy A. Hazzard, et al.
Serial No.:	Unknown
Filing Date:	December 9, 2003
Group Art Unit:	Unassigned
Examiner:	Unassigned
Title:	PROVIDING ACCESS TO A SERVICE USING A SERVICE ENGINE

MAIL STOP PATENT APPLICATION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97, and 1.98, that the documents listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of each document is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), Applicants make no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

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2

PATENT APPLICATION

Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. S 1.98(a)(2)(i) by the U.S. Patent and Trademark Office.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants



Keiko Ichiye
Reg. No. 45,460

Correspondence Address

2001 Ross Avenue
Suite 600
Dallas, Texas 75201-2980
(214) 953-6494
Date: December 9, 2003

Customer Number: **35005**

PTO-1449	Application No. Unknown		Applicant(s) Timothy A. Hazzard, et al.	
	Docket Number 014208.1639 (70-03-021)	Group Art Unit Unknown	Filing Date December 9, 2003	

**Information Disclosure Citation
In an Application**

U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A						
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	K							
	L							
	M							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
/R.R.N		Brain, Marshall, "How ASPs Work", http://computer.howstuffworks.com/asp.htm/printable , © 1998-2003 HowStuffWorks, Inc., 6 pages.	Printed 10/31/2003
	O	"How to buy", IBM software, http://www-3.ibm.com/software/howtobuy/ , 1 page.	Printed 10/31/2003
	P	"IBM offerings for midsized businesses", IBM software, http://www-3.ibm.com/software/ , 2 pages.	Printed 10/31/2003
	Q	"Salesforce.com S3 The new force in CRM", CRM Online - Customer Relationship Management On Demand – Salesforce.com; http://www.salesforce.com/us/products/index.jsp ; © 2000-2003 Salesforce.com, Inc., 3 pages.	Printed 10/31/2003
/R.R.R		"The Real Cost of Software", CRM Total Cost of Ownership, TCO, for Salesforce.com, http://www.salesforce.com/us/products/tco.jsp , © 2000-2003 Salesforce.com, Inc., 4 pages.	Printed 10/31/2003

EXAMINER /Ramsey Refai/	DATE CONSIDERED 09/10/2008
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

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DAL01:768935.1